

Appln No. 09/886,538

Amdt date April 15, 2005

Reply to Office action of December 15, 2004

REMARKS/ARGUMENTS

Claims 1 and 2 were pending in the application. In the Office action mailed December 15, 2004, claims 1 and 2 were rejected under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,829,348 to Schroeder et al. In addition, the Office action reminds applicant of the proper and format for an abstract of the disclosure.

The abstract has been amended to provide additional information that further describes aspect of the disclosure, and is believed to be sufficient to assist readers in deciding whether there is a need for consulting the full patent text for details. The amendment of the abstract is not believed to add new matter.

Claims 1 and 2 are now canceled. Claims 3-16 are new. Of these, claims 3 and 15 are independent claims. The new claims more completely claim aspects of the invention, and are supported by the application as filed.

Schroeder et al. is directed to a system for customer contact information management. The purpose of the system for customer contact information of management of Schroeder et al. is to allow those businesses using the system to manage and develop relationships with their customers. Schroeder, et al., Abstract. In Schroeder, et al.,

it is possible for agents to initiate automatic applications on agent computer 50 based on the telephone call that they receive from a customer. If the customer has identified himself or herself with a personal identifier, such as, but not limited to, a client number, all of the customer information, for example, but not limited to,

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whether the client has called previously, if so why, how often, and the answers that have been given to specific questions can be accessed and displayed on the agent computer 50.

Schroeder et al., col. 12, lines 21-30.

[i]n operation, when a telephone call is received from a customer, voice data (depicted as broken lines in FIG. 3) is transmitted from switch 46b, IVR system 44b, and agent telephone 52....In addition to causing a screen pop on agent computer 50, CTI server 48b preferably transfers contact information or data received during the telephone call to database 28a of tracking system 28 via the network 34. The contact information or data preferably includes, but is not limited to, the ANI, DNIS, order number, contact identification number, exit point from IVR system 44b, and any other suitable and desired data received via IVR system 44b and/or CTI server 48b.

Schroeder, et al., col. 13, lines 7-21.

An agent who receives a telephone call will also preferably receive a screen pop that contains information about the call. For example, IVR system 44b uses CTI server 48b to pass contact information or data to database 28a of contact tracking system 28, and the agent will receive a screen pop from IVR system 44b containing the contact information. The contact information preferably includes, but is not limited to, the ANI, the DNIS, the order number, the company identification number, and the exit point from IVR system 44b.

Schroeder, et al., col. 13, lines 48-57.

It does not appear that Schroeder, et al. discloses or suggests aspects of the invention claimed in claim 3. For example, it does not appear that Schroeder, et al. discloses or

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suggests "forming a distribution list of contacts of the user using the information regarding contacts of the user; and providing the contact information to at least some of the contacts of the user on the distribution list" as specified in claim 3. Accordingly, claim 3, and dependent claims 4-14 are allowable.


Similarly it does not appear that Schroeder, et al. discloses or suggests a "server as configured to determine whether contact information of a specific user is synchronized with contact list information of another specific user; and wherein the server is configured to provide contact information of a specific user to at least some individuals indicated in contact list information for the specific user when the contact information for the specific user changes" as specified in claim 15. Accordingly, claim 15 and dependent claim 16 are allowable.

Accordingly, the application is in condition for allowance, and allowance of same is respectfully requested.

Respectfully submitted,

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